

Trust Housing Association Ltd - Branch One a**Service name**

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Service addressWest Regional Office
25 Park Circus

Glasgow G3 6AP

Type of care service

Housing Support Service

Provider name

Trust Housing Association Ltd

Service number

CS2004056339

Date of inspection

4 December 2006

Type of inspection

Announced

Care Commission OfficeCentral West 4th Floor 1 Smithhills Street
Paisley PA1 1EB**Period since last inspection**

9 months

Introduction

Trust Housing Association Ltd - Branch One A was registered with the Care Commission in December 2005 to provide Housing with Support for older people within four sheltered and very sheltered housing developments. The four complexes are located within Ayr, Girvan, Netherlee (Glasgow) and Thornliebank (Glasgow). The registered manager is the named branch manager, and each complex has a co-ordinator and support staff at a local level. The staffing establishment at the time of the inspection consisted of 19 part time staff (8.50 full time staff).

The Mission Statement for the organisation states that they "Provide quality housing and related services for older people and others in need."

Trust Housing Association aims to, "meet our strategic objectives in a varied, flexible and innovative way.

Basis of Report

This service was inspected after a Regulation Support Assessment (RSA) was carried out to determine what level of support was necessary. The RSA is an assessment undertaken by the Care Commission Officer which considers: complaints activity, changes in the provision of the service, nature of notifications made to the Care Commission by the service, action taken upon any requirements etc.

This service was required to have a low level of support that resulted in an inspection based on the national inspection themes and any recommendations and requirements from previous inspections, complaint or other regulatory activity.

Before the visit:

The service submitted an Annual Return containing information about the service.

A self-evaluation form was also provided.

Twenty-seven service user questionnaires were returned.

Seven staff questionnaires were also returned.

During the visit which took place on 11 January 2007, the Care Commission Officer spoke with:

The registered manager for this service.

The Care Commission Officer took all of the above into account. The Officer reported the feedback from staff and service user questionnaires and the inspection theme of Safer Recruitment which was looked at by the Care Commission. The latter is reported under the following National Care Standard for Housing Support Services:

Standard 3: Management and Staffing Arrangements

Action taken on requirements in last Inspection Reports

No requirements were identified in the last inspection report.

Comment on Self-Evaluation

The self-evaluation document for the service was completed by the manager, and identified strengths and areas for developments.

View of Service Users

The Officer randomly selected forty-four service users to send questionnaires to in order to gather their views of the support delivered by staff. Of the total questionnaires sent, twenty-seven were returned and the majority of feedback from this sample indicated that service users were satisfied with the service they received. Two service users out of the total questionnaires sampled identified some areas for improvement. These comments were shared with the manager who agreed to look into them.

The following are examples of comments made by service users:

No problems at all.

The wardens are absolutely wonderful, anything mentioned or reported is dealt with immediately. This is a lovely complex, well looked after and for me a quiet and happy place.

A good service. Makes life easier when disabled. Staff are very pleasant and tolerant as I am slow to get around. This service has made all the difference.

Do everything they can to help with any problems you might have.

The staff in my development are very helpful.

Staff could not be better. Any questions are answered promptly.

The staff here are wonderful.

I am extremely happy since I came here staff are very supportive and caring.

This is a great place to live & spend the rest of my life.

Report something wrong, it is sorted next day. Staff are very caring and pleasant and helpful.

The warden on the site has been very helpful and helped me a lot and is a credit to the job.

First class care. I felt ill the staff got the doctor & I ended up in hospital, most important they got someone to look after my cat.

Very satisfied with all that our staff do to make us feel like a family unit.

Very happy, couldn't ask for a better service.

View of Carers

The Officer did not have the opportunity to meet with any carers during this inspection.

Regulations / Principles

National Care Standards

National Care Standard Number 3: Housing Support Services - Management and Staffing Arrangements

Strengths

An audit of the service's safer recruitment policies and procedures has been carried out by the Care Commission and found to be satisfactory.

The Officer noted that staff questionnaire responses were positive. They indicated that SVQ training was being provided on a rolling programme, staff had access to policies and procedures, training opportunities were made available, and staff were supported by management.

The self-evaluation confirmed that staff appraisal would be rolled out in 2007 to cover all staff.

Areas for Development

It is suggested that the organisation develops a system for rechecking Enhanced Disclosure Checks for staff.

A discussion took place with the manager in relation to providing staff with training on dementia and protection of vulnerable people.

Enforcement

No enforcement has been taken by the Care Commission against this service.

Other Information

Part 1 of the Housing Support Plan includes the terms and conditions for receiving the housing support service. The Officer suggests that information relating to a Written Agreement contained within the Housing Support Plan, is easily identified to service users and/or their representatives as such.

Requirements

None.

Recommendations

None.

Jacqueline Young

Care Commission Officer